

CONTENT AREA

Arizona Benefit Options Medical ID Cards- UnitedHealthcare (UHC)

ISSUE/QUESTION

My UHC ID card shows the wrong primary care physician (PCP) on the card? How do I correct this?

ANSWER

UHC has reported a problem with their processing of PCP information on a number of ID cards. They have notified ADOA that they are now re-processing the previously submitted system files and new, corrected ID cards will be mailed out within the next week.

If a member wishes to be proactive, they may enter the correct PCP information at www.myuhc.com. A member's must enter their Employee Identification Number or their UHC ID number (in place of the requested social security number) to register as a new user on the site.

A member may also call UHC Customer Services at 1-800-896-1067. A new card will be mailed out immediately.

If a member chooses to do nothing, UHC will make the correction and a new medical ID card will be issued.

If a member entered an invalid PCP ID during their enrollment, the PCP that was default assigned will remain as the member's PCP unless the contact UCH and request it be changed.

UHC has also notified all of its providers to accept any of the cards as an open access plan, no matter who is listed as the PCP. Therefore, there should be no disruption in obtaining services.

AUTHORITY

ADOA Benefits Office

ISSUED

September 22, 2004